

AFTER



SCHOOL

Parent Handbook



AFTER SCHOOL
School Year

AFTER SCHOOL

Program Policies and Practices

Included in this handbook are the program policies which govern the AFTER SCHOOL programs. Policy statements are noted in **bold type**. The current practices that support the policies complete each section.

If you have any questions regarding AFTER SCHOOL policies and practices, please seek clarification by calling one of the administrative offices. It is important for parents to understand the parameters within which AFTER SCHOOL programs operate.

CHANGES TO POLICIES

In an effort to provide timely decisions and complete communication that will support quality programming, AFTER SCHOOL and Wisconsin Youth Company reserve the right to change current policies and practices.

WISCONSIN YOUTH COMPANY ENDS STATEMENTS

Wisconsin Youth Company exists so that the children of Wisconsin benefit from communities that nurture them, at a sustainable cost.

- There are safe and secure places to be a child outside of home and school.
- Caring adult role models regularly interact with children.
- Children value themselves, others, and their environment.
- There is encouragement and support for community engagement.
- Resources are available for children to explore and pursue their individual interests.
- Resources are available for children's educational support and enrichment.

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ENROLLMENT

Non-discrimination

AFTER SCHOOL does not discriminate against children or families in enrollment on the basis of race, religion, color, disability, sex, sexual orientation, national origin, marital or family status or source of income.

Diversity is welcomed in AFTER SCHOOL sites, where children learn to appreciate individual differences.

Ages Served

AFTER SCHOOL school-age programs are designed to meet the needs of children who are between the ages of 4 to 12. Please refer to the AFTER SCHOOL website or program registration materials for the ages served at specific locations.

Required Registration Information

Required information must be obtained from all families before children can attend.

1. Completed child registration form, including:
 - Full name, age, birth date, grade or class and school attended. Name, address and phone number of all parents/guardians (both home number and a number you can be reached during program hours).
 - Departure procedures for the child, including the name, address, phone number and relationship to the child of all persons authorized to pick up the child. Pick ups must be 18 years of age.
 - A minimum of one emergency contact person including addresses, telephone numbers, and relationship to the child. Emergency contacts must be 18 years of age or older and available during program hours. In an emergency when parents or listed emergency contact persons cannot be reached local police will be called.
 - Anticipated start date and intended days and times of program attendance.
2. Completed health history and emergency care form, including:

- Child's name, birth date, address, start date and phone number.
 - Child's immunization record indicating state immunization requirements are met, if requirements are not met, waiver portion must be completed.
 - Name, address, and phone number of the child's physician or clinic.
 - Information regarding a child's accommodations.
 - Signed emergency medical care or treatment release.
3. Completed enrollment information security form with password, answer to at least one security question and signature of the account holder.
 4. Completed registration agreement signed by the parent/ account holder responsible for child's enrollment and payment of fees.

Confirmation of Registration

No spaces will be held without completed registration forms and stipulated payments. Parents are notified by mail or by phone of their child's confirmed enrollment into the program, and a child may not participate in the program without this confirmation.

Priority Registration

Children are enrolled into AFTER SCHOOL programs on a first-come first-served basis. Priority may also be given to parents wanting more than two-day enrollment during the school year. Returning families of AFTER SCHOOL programming will be given advanced registration priority for the next program year until a date that is publicized with registration materials. **Priority is given to current families for all day programs, before opening them to the public.**

Drop-In Registration

Children can enroll in the regular school year program on a drop-in basis. Participation requires space availability at the site to which they wish to send their child and provided that the drop-in enrollment form is completed and payment made in advance. Specific attendance dates cannot be requested more than two weeks in advance. Drop-in enrollment forms

are available and are processed through the applicable administrative office. Drop-in is available October - June.

Registration for All Day Programs

On the days that schools are not in session due to teacher conventions or in-services, holidays, and school breaks, AFTER SCHOOL may offer all day programs at some sites. On scheduled early dismissal dates as listed on the school calendar, programs will begin at the early dismissal time. Children regularly enrolled on days that the early dismissal occurs, no extra fees are incurred and children will be expected to attend. Children not regularly enrolled on the days of early dismissal may request an added day for an additional fee if space is available. All day programs require separate registration. Regularly enrolled families receive priority enrollment until two weeks prior to a program date. At that time, registration is extended to the general public on a space available basis. Drop-in registrants are not considered to be regularly enrolled and do not receive priority registration consideration. Full payment is required at the time of registration. Fees for cancelled programs will be refunded.

Children with Differing Abilities

AFTER SCHOOL is committed to serving children with differing abilities.

AFTER SCHOOL staff are expected to make every effort to provide reasonable modifications that will accommodate the needs of children within the physical limitations of program sites, the availability of program resources and within normal child to staff ratios. All children are required to have the ability to use the toilet as program staff may not enter rest rooms with any child.

Each registration that indicates that a child has special needs or other health concerns will be reviewed to determine necessary accommodations that will best meet the needs of the individual child in an effort to provide a safe and successful environment for every child. AFTER SCHOOL will work with parents to create an accommodation plan that meets the needs of the child and the program. This plan will be shared with staff as necessary.

Withdrawal and Schedule Changes

If parents remove a child from the program or reduce the number of days of attendance per week during school year programs, one week advance written notification from the person responsible for payment of fees, must be given to your regional administrative office prior to the start of the billing period during which the withdrawal or change becomes effective. Effective dates for withdrawals and changes must coincide with billing periods. During school year programs, if parents want to add days to their schedule, they may do so only if space is available on the days they request. All changes in schedule must be made through your regional administrative office. If school year schedule changes exceed three per year a \$5 charge will be assessed for each subsequent request.

Family Information Updates

Parents are to inform the AFTER SCHOOL office in writing of any changes in address, home or work numbers, emergency contact and/or authorized pick-up information. In order to protect the confidentiality of your child's health records, any changes to health information must be made through your regional administrative office.

Enrollment Termination Procedure

Enrollment in the AFTER SCHOOL program may be terminated for the following reasons if attempts fail to resolve or eliminate the actionable problem:

- 1. A child who presents needs that cannot be satisfactorily met within the constraints of the AFTER SCHOOL program, due to harmful behavior.**
- 2. Delinquent tuition payment. Parents must have been issued and not paid at least two notices of unpaid fees before termination may take place.**
- 3. Consistent late pickup of child or consistent failure to follow AFTER SCHOOL policies.**
- 4. Immediate termination results from violent, unsafe behavior where child is a danger to self, staff or other children in the program.**

When termination of enrollment occurs, parents will be notified by phone and through written communication of the effective date when the child will no longer be able to attend the program. Parents can appeal the decision to terminate their child's enrollment through written request to the executive director.

ATTENDANCE

School Cancellations and Closings

If school is cancelled, delayed, or closed early due to bad weather, physical plant problems, or other emergencies, AFTER SCHOOL will not operate. School closing announcements will be made on the radio and/or TV. In the event of inclement weather, if schools are open but the weather is worsening, AFTER SCHOOL will operate, but we ask that parents pick up their children as early as possible. There is no credit or fee reduction for days missed.

Arrival and Departure

Before school programs: Children must be signed in by a parent, guardian, or authorized person when they arrive at the AFTER SCHOOL program space unless there is written authorization on file for a child's independent arrival. During school year programs, the AFTER SCHOOL staff then dismiss the children at the first bell, prior to the school day to walk unescorted to their classroom.

After school programs: Children arrive unescorted from their classroom and check in with AFTER SCHOOL staff in the program space. **A parent, guardian, or authorized person must sign children out when children are picked up, unless there is written authorization on file for a child's independent departure. Only authorized persons 18 years of age or older will be allowed to pick up a child from a program. Any parent wanting to authorize another person not yet 18 years must fill out an independent departure form available at the administrative office.** Also, children must check out with staff before departing for the day.

Each time the child arrives or departs from AFTER SCHOOL the person responsible for signing the child in and/or out will

note the time and sign the attendance form. Only authorized persons specified on the registration form and who have identification may pick up a child, as we will not release a child to any other persons without written permission. Written notification to the administrative office is required in order to change the persons authorized to pick up your children.

Early Drop-off and Late Pick-up Outside of Program Time

Parents dropping off children prior to the start time for before school programs, or picking children up after program closing time are charged a fee of \$25.00 per child for each 15 minute increment. If pick-up must be delayed, parents are asked to contact their program site and let the staff know. Repeated late pick-ups may result in removal from the program.

Any Change to Departure Procedures

Alternative departure procedures must be specified on the registration form. You may change the departure procedures for your child by notifying your regional administrative office in writing.

Extracurricular Permission Form

The extracurricular permission form provides AFTER SCHOOL with written parental permission for children leave programs (e.g., to help a classroom teacher, Scouts, sports practice, music lessons, etc.). Forms are available through your regional administrative office and at all program locations.

Attendance Message Number

If a child is ill or will for another reason be absent from the program, parents are to call the attendance message number at 608-276-9898 (Dane/Iowa County) or 262-547-2326 (Waukesha County). Information will be forwarded to the child's site at program time.

Unexpected Absences

If a child does not arrive at the AFTER SCHOOL program within a reasonable amount of time and the staff has not received a message that the child will be absent, program staff will follow these steps until notice is received, from an adult, that the child is not expected at the program:

- Contact the school office and verify school attendance.
- Contact parents at home and work.
- Contact emergency contact persons specified on the registration forms.
- Contact a program manager who will determine if further action is to be taken.
- No further attempts to locate the absent child will be made at the site level.

To conserve valuable staff time and ensure the safety of all children it is important that parents remember to call the attendance message number whenever there is a change to their child's attendance. **AFTER SCHOOL is responsible for children only during the time they are checked into the program.**

FEES

Annual Processing Fee

For each program, an initial, once-a-year processing fee is assessed and is required upon registration in order to reserve space in the program.

General Fee Policies

The AFTER SCHOOL program follows each school district calendar and fees are based on regular hours of operation for the entire school year. Winter and spring break periods are not included in that calculation. The fees are billed bi-weekly and payment is due on the first Monday of each period based on the number of days per week that parents select as a regular attendance pattern. Current fees are listed in the registration materials for specific sites.

Fees are due in advance, on the first Monday of each bi-weekly billing period. Fees will not be pro-rated for missed days.

A 2.5 percent discount is available for persons paying an entire semester's fees paid prior to the 2nd billing period. Drop-in registration must be arranged for and paid in advance through the administrative office.

Schedule changes exceeding three per year will incur an administrative fee of \$5.00 for each additional change. Duplicate mailings to a second address may be requested for a \$30.00 annual (school year) fee. Copies of archived information may be requested for a fee of \$30.00. All requests must be submitted in writing. Families should allow at least two weeks for processing.

Fees are payable by cash, check or credit card to the Dane County Administrative Office or the Waukesha County Administrative Office. Checks should be made payable to AFTER SCHOOL. Credit card payments may be faxed, mailed or e-mailed and must include name as it appears on credit card, expiration date, cvc code on back of card, the street address and zip code of the credit card billing address. Parents are cautioned not to send cash through the mail.

Families that are late with payments will be issued a statement of charges and assessed a \$10 billing fee for payments not received by Monday of the billing period. Nonpayment of fees is cause for termination of enrollment from the program.

There is no fee reduction or credit given for missed days due to illness, school closing, or any other reason. If a child unexpectedly misses more than a week of the program, parents may submit a written request for special consideration.

Tax Information

A summary statement of what a family has paid for AFTER SCHOOL and other programs offered through Wisconsin Youth Company over the calendar year is mailed to the parents of all participating students by January 31.

HEALTH AND SAFETY

Health History and Emergency Care Plan

Prior to the child's first day of attendance, parents will provide a completed health history and emergency care plan form. Parents are required to review and update this information yearly and as needed including immunizations and current health conditions.

Parents who decline to have their children immunized for religious, health or personal reasons must complete required documentation in order to enroll their child in the program.

Program Preparedness

AFTER SCHOOL is committed to the prevention of and preparation for events that could negatively impact the health and safety of all program participants. Policies and procedures that outline proper practices to reduce or eliminate risk have been developed through collaboration with the organization's risk management director and are a part of every employee's orientation. Annual inspection of each program location, monthly procedure review, and on-going training insure compliance at each program site. Risk management practices that relate to the health and safety of program participants are available for parent review at each program location.

In addition, the following practices help support preparedness at AFTER SCHOOL program locations:

- Completed health history and emergency care plan forms are available on-site and accompany group at all times.
- AFTER SCHOOL complies with state guidelines regarding CPR, and first aid training for all staff.
- Accommodation plans for children with special health concerns will be kept confidential beyond being shared with and accessible by all staff assigned to care for that child through the on-site registration binder.
- Each staff member will receive information on universal precautions, the use of and disposal of gloves, handling bodily secretions, providing first aid and the location of available supplies as a part of orientation.

- A first aid kit is maintained at all program locations and is available at all times.
- The inside building temperature will be monitored to be not less than 67 degrees. If the inside temperature exceeds 80 degrees, fans or other means will be used to provide circulation.
- The emergency medical source and location is posted.
- Each program is equipped with communication devices (cell phones and/or two-way radios) that will support the ability to communicate within the program and also in an emergency outside of the regular program space.
- Children will be offered time and space to rest if needed.
- When fewer than 8 children are present there will be a second adult available within 5 minutes for emergencies.

Child Illness

Upon their arrival at the program each day, children will be observed by the staff for signs of illness. If a child arrives or becomes ill at the program, the following procedures will be followed:

- A staff member will spend time with the child, assessing the nature of the problem.
- If the child is obviously ill and unable to participate fully in program activities a staff member will contact the child's parents and ask them to pick the child up as soon as possible. The child will be placed in a quiet area, isolated from the other children but within sight and sound of a staff person, and with appropriate toys, books or quiet diversions for comfort until the parent arrives.
- If the parent cannot be reached, a staff member may call an emergency contact to pick up the child,
- Children who have not been in school due to illness are not allowed in the program that day.

When children have any of the following conditions they may not attend or remain at AFTER SCHOOL. The child should be symptom free for 24 hours before returning to program.

- Fever: Temperature of 100°F or 38° C or greater
- Diarrhea: five or more loose, watery stools within 24 hours

- Vomiting
- Sore throat or difficulty swallowing
- Headache or stiff neck
- Lice (including nits)
- Undiagnosed rash or spots on skin
- Severe itching
- Mouth sores
- Cloudy eye discharge
- Unusual nasal discharge
- Significant tiredness, irritability, crying
- Uncontrolled coughing
- Difficulty breathing, wheezing
- Any communicable disease

In all cases physician's note may be required stating that the condition is not contagious or a risk to others and the child may return to care.

We recognize that having your child become ill on a work day can be very challenging for parents. We will do our best to care for your child should they become ill at program. However, please remember that bringing a sick child to AFTER SCHOOL may jeopardize the health of the other children and our staff. Please plan for back-up sick care for your child if you are unable to leave work.

Parents should obtain a note from the child's physician or clearly indicate on the child's registration if they have a chronic or seasonal condition which is not contagious but may resemble a cold or eye infection.

Accident/Injury Response

Staff will contact 911 in the event of all life threatening emergencies or injuries.

The following steps will be taken when a non-life threatening emergency or injury occurs:

1. Administration of first aid and comfort to the child; superficial wounds shall be cleansed with soap and water and protected with a bandage or adhesive type

- strip; staff will communicate to parents upon arrival.
2. Immediately notify parent and follow the instructions of the parent in the event of any injury to the head or injury that may need additional medical attention.
 3. If parents cannot be reached and additional medical attention is needed, an “emergency contact” person specified by the parents is notified.
 4. If no contact with the parent or emergency contact is made, staff will monitor the child. If additional or immediate medical attention is necessary, staff will call 911.

Accident/Incident Reporting

Each site will maintain a medical/behavioral log that conforms to Wisconsin DCF requirements:

1. The bound medical/behavioral log will have lined and numbered pages and all entries recorded in ink. No spacing will be allowed between entries.
2. All injuries, no matter how minor, and all medications administered, will be recorded in this log and signed by the person making the entry.
3. Parents will be informed of minor injuries by receiving a copy of the completed site accident report form.
4. Parents shall sign the form before being given their copy. When this is not possible, a staff member will record how notification was done (phone call, form sent home, etc.).
5. When a child injury requires medical attention, the program manager shall be informed, and a state accident report form shall be completed by the staff and submitted to Wisconsin DCF within 48 hours.
6. Site supervisors will review log entries with site staff monthly to consider preventative measures that will minimize future occurrences.
7. A program manager will review, by direct inspection, all medical log entries quarterly, a minimum of three times during school year programs.

Medication

Over-the-counter medication may be administered to any child while in the program only if:

- a signed and dated written authorization by the parent is on site.
- The medication is in the original container and labeled with the child's name, name of drug, dosage and directions for administering.

Prescription medication may be administered only if:

- A signed and dated written authorization by the parent is on site.
- The medication is in the original container and labeled with the child's name, name of drug, dosage, directions for administering, date and physician's name.

Medication Storage

All prescription medications and other medications shall be stored in an area inaccessible to children. The quantity of medication is recorded upon receipt from, and upon return to, the parent or guardian. All medication administered to children shall be recorded in the first aid log and signed by the person administering it. Medications for individual children that may be needed for emergency care will be available at all times in the first aid kit. These medications would include but are not limited to medications needed in the treatment of asthma, diabetes, and severe allergies. To protect the safety of all children, individual children may not carry or store personal medications.

Nutrition

Program sites will serve snack to each child enrolled in the after school program. Snack will be consistent with the guidelines suggested by the US Department of Agriculture and include two items from two of the following groups: milk or milk alternative, meat or meat alternative, fruit or vegetable, whole grain. Parents are asked to follow these guidelines when providing lunch or other snack for their child due to special program hours or medical condition. School age children attending the program after the school day will be served a snack. Snacks will be chosen and provided in quantities appropriate to the age of the children served. The

snack time routine will encourage self-serve opportunities, child assistance with set-up and clean-up and the use of table manners. The US Department of Agriculture guidelines are available on the Wisconsin Youth Company website or by contacting the administrative office. The snack time routine will reflect the developmental age of the children. Withholding of food as a discipline strategy is prohibited.

Allergies

Allergies to food should be communicated on the health history and emergency care plan form and may result in the creation of an accommodation plan that will fit the individual needs of the child. All food must be provided by the parent.

Special Diets

A special diet based on a food allergy may be served upon the written request of the parent. Parents must provide all food the child requires if a specialty menu such as vegetarian or kosher is desired by the parent along with a written request for this accommodation.

A special diet, based on medical condition, excluding food allergies, but including nutrient concentrates and supplements, may be served only upon written instruction of a child's physician and upon request of the parent. Parents must provide the items necessary to accommodate the special diet.

Communicable/Contact Diseases

Each staff member receives information regarding childhood illnesses during orientation. When a suspicion of communicable or contact disease exists in regard to one of the children enrolled at a site, the staff will:

1. Make the parents aware of suspicion or observation related to communicable disease and any specific requirement to have the child seen by a physician and/or the need for physician's approval before the child returns to the program.
2. Notify the school office and/or the health department as applicable if the child has a reportable communicable disease.
3. Notify the parents of all children in the program that a possible exposure has occurred. The identity of the ill

child will not be discussed as a part of this notification.

4. Observe other children in the program for signs of illness during the course of the incubation time.

General Hygiene

Children and staff shall wash their hands with soap and water after going to the toilet and before eating or preparing snack and after eating snack. Food shall be served in bowls and cups, or on napkins and paper towels and under no circumstances on bare tables or floors. Toys and equipment will be cleaned when they become soiled. Eating surfaces will be washed and sanitized before and after each use. Wet or soiled clothing will be placed in a bag and set aside for parents.

Animals

Privately owned animals are not allowed on program premises. The local zoo or the local humane society may bring animals for display or educational purposes if they provide evidence of general liability insurance and if they name Wisconsin Youth Company, Inc as additional named insured on their general liability policy. Parents will be notified in advance of any events of this nature. Parents picking up or dropping off their child may not bring their pets with them into the program site or outside where AFTER SCHOOL children are playing. Children attending WYC programs who have brought pets to school for “show and tell” or are taking home or returning a class pet must leave the pet in their classroom and not bring it into the AFTER SCHOOL space.

Unintentional contact with animals will be handled by staff asking the person controlling the animal to remove it from the area where the children are playing and explaining our policy. If the person fails to do so the staff will bring the children inside or move them to another area. If the animal is loose and wandering the staff will bring the children inside and call animal control if appropriate.

If the animal bites a child 911 will be called as rabies shots will need to be verified. Staff will give first aid as required and will document the animal bite.

If children have been petting the animal staff will have them wash their hands thoroughly with soap and water.

Child Abuse and Neglect

AFTER SCHOOL and its parent entity, the Wisconsin Youth Company, Inc., recognize the serious local, state and national problems associated with child abuse and neglect. The organization also recognizes its legal responsibility for reporting suspected cases of child abuse to the properly constituted state, county, or local authorities.

The AFTER SCHOOL program staff are legally required to report either knowledge or reasonable suspicion of child abuse or neglect. Based on legal requirements and its moral commitments, the organization has adopted guidelines which provide direction for the program staff in identifying and reporting suspected child abuse or child neglect cases. These guidelines are printed in staff manuals provided to each staff member.

AFTER SCHOOL program staff are in a unique position to identify potential cases of abuse or neglect of children. Responsible action by staff is to be achieved through the recognition and understanding of a problem, knowledge of reporting procedures, and participation in periodic staff development programs on the subject of child abuse and neglect.

AFTER SCHOOL and Wisconsin Youth Company policy regarding confidentiality of records shall pertain to the reporting of child abuse and neglect. In reporting suspected abuse or neglect, AFTER SCHOOL staff accuse no individual. AFTER SCHOOL staff do not investigate abuse reports and AFTER SCHOOL staff can't wait until a suspicion has been confirmed before reporting.

Any incident in which an AFTER SCHOOL program staff member or volunteer is suspected or accused of neglecting or physically or sexually abusing a child will be reported directly and immediately to the county department of social services. The procedures and expectations for reporting an incident in which a staff member may be involved are the same as for all other incidents.

Changes to this policy will be made, as necessary, to conform with changes or revisions in the state statutes.

EVACUATION POLICY

Planning for Evacuation

Program staff will devise plans for evacuation in case of fire, tornado, or other emergency situations. It is the responsibility of the site supervisor to see that evacuation plans are complete and in place.

Emergency plans are to be posted at the program site in an area conspicuous to all staff and children. These plans shall designate a primary and an alternate escape route as well as the location of the nearest telephone and fire alarm box. The location of fire extinguishers shall be shown.

The staff will be trained in the use of the fire extinguisher as well as in how to evacuate children in case of an emergency. This training shall be a part of the orientation.

The site supervisor is to see that fire evacuation plans are practiced every month and that these practices include exits from all the various rooms that the program may use at various times of the day. Documentation of these practices will be made on the fire and safety checklist, which will be posted. Children will be taught during these practices that, in the event they become separated or scattered, they should meet outside at a specific location away from the building.

It is also the site supervisor's responsibility to report any unsafe building conditions or faulty equipment to the facility administration as well as to AFTER SCHOOL administration.

DISCIPLINE AND PROGRESSIVE GUIDANCE

AFTER SCHOOL provides progressive child guidance that is designed to resolve or eliminate behaviors that are disruptive to a safe, supportive, and caring environment for children and staff. The procedure is based on the individual needs of each child in order for the child to successfully continue to participate and prosper from involvement in the AFTER SCHOOL program.

AFTER SCHOOL supports quality programming through effective child guidance beginning with developmentally appropriate and exciting activities and choices, correct staff-child ratios and consistent supervision, positive modeling and reinforcement of appropriate behavior, and environments designed to be fun and educationally enriching.

AFTER SCHOOL believes that clear and meaningful consequences are necessary when rules are broken or limits are tested. The following strategies are prohibited:

- Actions that are humiliating or frightening to children.
- Corporal punishment (spanking, hitting, shaking, etc.)
- Verbal abuse or any derogatory remarks made about a child or his/her family.
- Physical restraint or enclosing children in small confined spaces as punishment.
- The withholding of meals or snacks, or remarks alluding to such actions.
- Allowing children to have disciplinary power over other children.

Staff Role in Child Guidance

AFTER SCHOOL encourages the development of self-control, self-esteem, and respect for the rights of others. Staff members serve as examples in their treatment of others and maintain self-control and respect when disciplining or helping to resolve conflict. The staff are trained in methods of group management and discipline, conflict resolution, and normal child developmental characteristics. When disruptive behaviors occur, the parents may be called and asked to pick up the child immediately if staff and a program manager feel that the child a danger to himself or others.

Procedure for Progressive Guidance

Communication with the parent is critical to the success of any chosen disciplinary interventions. When staff observe inappropriate behavior, they are instructed to document the situation, and concerns are communicated to the parent.

Possible disciplinary strategies are determined by taking into consideration the child's age, maturity, gravity of the offense, safety and protection of other participants, and program disruption. Staff trainings provide guidance in the use of these strategies. Interventions could include:

- Reconsideration and investigation: ask questions.
- Allowance for natural consequences.
- Modification of the environment.
- Encouragement of positive behaviors.
- Focusing responsibility for choices and behavior on the child.
- Use of humor without sarcasm or put downs.
- Use of "I" statements to convey expectations.
- Reminding child of the rules.
- Clarification of the rule or message to provide rationale.
- Redirection or offering a choice.
- Active listening.
- Provision of a directive.
- Loss of a privilege.
- Time out or 'taking a break'.
- Development of a behavior plan.

If additional intervention is necessary, the program manager reviews the situation and may recommend additional actions, including but not limited to:

- Referral to additional resources within Wisconsin Youth Company.
- Providing training and information on additional behavior management techniques.
- Soliciting community and school resources (with prior parental permission).
- Parent meeting to create an agreed upon plan for continued behavior modification.

In the event a behavior plan is unsuccessful, the program manager will consult with the division director to determine further actions which may include:

- Continued communication with parents.
- Revision of a behavior plan.

- Short term suspension from the program.
- Reduction or change in attendance or transferring attendance to another site.
- Termination of enrollment (refer to Termination Procedure).

SUPERVISION AND STAFFING

In the interest of safety and quality programming AFTER SCHOOL program staff are required to know the whereabouts of each child at all times. All AFTER SCHOOL program locations use an organization approved system to track children within the program that includes knowing the location, names and number of children in attendance. Parents are encouraged to become familiar with this system and to discuss questions and concerns with the site supervisor. **AFTER SCHOOL strives for the best staff to child ratio possible in order to support quality programs and at all times operates within applicable state licensing standards.**

State licensing standards are available for review at each licensed program location. The terms of applicable licenses and any licensing violations are posted within the program.

PARENT INVOLVEMENT

AFTER SCHOOL believes that a strong partnership with parents is essential to best meet the needs of each child. Parents are encouraged to visit the AFTER SCHOOL program prior to enrollment by contacting their regional administrative office to arrange a visit. Additional information concerning AFTER SCHOOL and other Wisconsin Youth Company programs and events can be accessed on the organization's website at www.wisconsinyouthcompany.org.

As an orientation to the AFTER SCHOOL program, parents are asked to review all program policies and procedures and contact the site supervisor for clarification if they have questions or concerns. Once the child is enrolled, parents are welcome to visit at any time unless access is denied by court order. Each program location is also managed by a program manager whose name and phone number is posted on-site. If parents continue to have questions, they should contact the

Dane/Iowa County or Waukesha County Administrative Office.

Special events and family gatherings are also planned at each site to encourage parent involvement. Program specific news and information is available through the periodic site newsletter designed to keep parents informed of upcoming events and provide other helpful information. Parents may periodically be asked to provide items needed for special activities. **At each site, parents are asked to check the parent bin daily, a family mailbox system, for newsletters, and other notices.** Additional copies are available in the parent communication area at the site. Parents will also be mailed a quarterly Wisconsin Youth Company newsletter.

Parent and child surveys are distributed at the end of each year and provide an opportunity for parents and participants to provide feedback on the organization's ability to meet stated goals and the expectations of parents and children. Information is also used in the ongoing evaluation and development of the staff and leadership personnel of the AFTER SCHOOL program. Survey results are available upon request through the administrative office.

Parent concerns that are unresolved after communication at the site level should be directed to the appropriate program manager. Concerns or issues that continue should then be discussed with the division director. If the resolution is unsatisfactory or there is disagreement with an administrative decision, parents may direct a written request for review to the executive director. The executive director will then review the decision in a timely fashion.

Staff and child involvement outside of AFTER SCHOOL

We hire and train staff for our school year and summer programs to provide a safe and nurturing experience for children. Your child will develop relationships with staff at our programs and may wish to continue contact with them outside of our programs. Wisconsin Youth Company does not condone nor encourage contact between children and staff after camp or outside of program. The built-in structure and safeguards that are available in the licensed program environment may not be present. This includes

contact via email, texting, instant messaging, cell phone, social networking sites, personal websites or blogs. We also recommend that you not invite program staff to join your family for social activities. Program staff is not permitted to transport children from our programs in their personal cars. They are also not permitted to sign children in or out from our programs even with parent permission.

FIELD TRIPS

AFTER SCHOOL believes field trips and special activities away from the site are an important part of a quality program. When taking children on field trips that require transportation, a week's notice will be provided to the parents of all children, including date, times, and destination. When spontaneous walking trips are taken, staff will post signs telling where the group has gone and when they will return. Staff carries first aid supplies, attendance and registration information, as well as a cell phone on all trips. Field trips are made in accordance with state licensing regulations as well as AFTER SCHOOL policies.

Swimming Field Trips

When AFTER SCHOOL plans a field trip that includes the use of approved pool and/or beach facilities, all facility rules will be enforced by the lifeguard and by AFTER SCHOOL staff. A certified lifeguard must be present at all times when children swim. The capacity of the pool may not be exceeded. Pool safety equipment (extension poles, buoys, etc.) must be present and in working condition when children are swimming. A divider between the deep and shallow ends must be set up if typically used at occupied pool. Non-swimmers are required to stay in water no deeper than chest level. If the shallow end of the pool is deeper than the chest of non-swimmers, they shall not be permitted to swim. When visiting the beach, all swimmers shall stay in water no deeper than chest level. There shall be at least one adult to every eight children. Children shall be assigned "buddies." Buddy checks will be called regularly.

Beach Emergency/Lost Swimmer Procedure

In the event that a child becomes lost or is unaccounted for, the staff will:

1. Immediately notify all other adults, including the beach or pool lifeguards; describe the child and the last known whereabouts to all.
2. Call a general “buddy check” and get all other children out of the water.
3. Check the bathrooms, and nearby areas.
4. Follow the lifeguard’s directions for conducting a water search, if necessary. All children shall remain on shore until the missing child is found.

TRANSPORTATION

AFTER SCHOOL complies with all state guidelines when providing transportation for children. Transportation options include: chartered school bus, city bus and Wisconsin Youth Company owned busses or 15 passenger vans with approved company driver. Staff are not permitted to transport children in personal vehicles.

Transportation Policy

Public transportation (municipal or chartered bus, etc.) or a Wisconsin Youth Company vehicle is the preferred means of transporting children in the program. Documentation of adequate liability insurance must be on file with Wisconsin Youth Company if the services of an independent transportation company are used. Privately-owned vehicles may be used only with the prior approval of the director of administration, provided that the following rules are met:

1. Written parental consent has been obtained.
2. The driver must hold a valid Wisconsin driver’s license.
3. The driver must be at least 21 years of age and have at least two years’ experience as a licensed driver.
4. Wisconsin Youth Company has documentation of adequate automobile liability insurance coverage on file.

When children are regularly transported from home or school to a licensed program or from a licensed program to home or school the following will be documented on site and in the vehicle:

1. Authorization from the parent to transport the child between home or school and the program, or the program and home or school.
2. A list of the children being transported along with each child's registration forms.
3. The transportation route and scheduled stops.

Any vehicle transporting children in the programs must be:

1. Licensed in accordance with the laws of the State of Wisconsin.
2. Clean, uncluttered, and free of obstructions on the floors, aisles, and seats.
3. Enclosed.

Children and adults must wear seat belts if available. Any vehicle used to transport children must have its doors locked at all times while the vehicle is moving.

Children may not be left unattended in a vehicle. If there are more than three children in the vehicle whose disability would require special assistance in an emergency, a second adult in addition to the driver should be present in the vehicle. There shall be no more than twelve children in a vehicle without an additional adult present. The driver or adult rider shall be responsible for seeing that all children remain seated. While the vehicle is in motion, children should not be allowed to speak loudly, argue, roughhouse, etc. If necessary, the driver shall stop the vehicle until an acceptable driving atmosphere exists.

A seat having a minimum of 13 inches shall be provided to each child. Each adult shall have a minimum of 20 inches.

CELL PHONES, CAMERAS, ELECTRONIC GAMES

Cell Phones

Wisconsin Youth Company does not allow children to use personal cell phones when participating in our programs. Children carrying cell phones will be asked to place them in their backpack during program time. Wisconsin Youth

Company is not responsible for lost, stolen or damaged cell phones.

Digital Photographs

Children and parents/guardians may want to take photos of AFTER SCHOOL activities and events. Wisconsin Youth Company is not responsible for the use of photos taken by participants or their families and is not responsible for lost, stolen or damaged cameras.

Other Electronic Devices

Wisconsin Youth Company requests that children keep their personal electronic devices (IPODS, MP3 players, Gameboys, etc.) in their backpacks when at any of its programs. Wisconsin Youth Company is not responsible for lost, stolen or damaged electronic devices.

Cyber-Bullying and Harassment

We want your child's time in our programs to be fun and meaningful and we hope they will make good friends with other children in our programs. Your child may want to exchange contact information with program friends and may keep in touch outside of program or camp. Parents will want to monitor their child's Internet or cell phone contacts just as they monitor their child's comings and goings. Parents should view the online profile that their child may have created for sites like Facebook and MySpace and discuss with their child the dangers of online predators. Encourage your child to report any instances of cyber-bullying or harassment to you or to Wisconsin Youth Company program staff.

CONFIDENTIALITY

All AFTER SCHOOL staff are trained in proper procedures to respect and protect the families' right to confidentiality. **All child and family information is kept confidential, unless a signed release is obtained, and used only for the purpose of guarding the child's health and safety.** All persons with access to children's records are instructed not to discuss or disclose personal information regarding the children and facts learned about the children and their relatives.

Account Access

In order to protect your privacy, account information will only be provided to the parent/account holder or authorized party. If you wish to permit us to speak to any authorized party about your account, please send written authorization to the administrative office address.

Account Passwords

Families requesting information on an account will be required to provide their account password to access the information or make changes to the account. In the event an authorized person is unable to provide the password, a security question must be correctly answered. If the security question cannot be answered correctly, the password can be mailed or emailed to the account holder's address.

Requests for Information

Requests for information about a child from outside agencies or organizations, including the school, require parent/account holder permission. Unauthorized access requires a court order.

Referrals

Staff persons who feel that a child would benefit from assistance through another agency or would like assistance in dealing with a child at the program site are instructed to follow the Discipline & Progressive Guidance Policy, discussing the concern with their supervisor and soliciting parental involvement.

Research Studies

All research studies using enrolled children as subjects require specific approval from the AFTER SCHOOL executive director and will provide for advance notification to families. Families will have the option of declining participation in any research study. In no case will a study release confidential information about children or their families.

Religious Education and Holidays

As part of adding diversity to program planning at individual sites, customs and celebrations from a variety of cultures are included. At times holidays that have a religious significance for some are celebrated within the program environment.

Examples of the kinds of celebrations that may be held include Christmas, Easter, Halloween, Kwanzaa, Hanukah, Rosh Hashanah, Ramadan, along with individual or group acknowledgement of birthdays. Please contact the site supervisor if your family celebrates a holiday or has a custom that they would like to share with the group. Printed holiday materials are taken down at the end of the day if that is a requirement of the school.

The AFTER SCHOOL program does not offer a religious education program or curriculum, and does not include religious instruction or practices as a part of the daily schedule. Prayers are not said as a group at anytime during the program.



AFTER SCHOOL facilities are operated in accordance with U.S. Department of Agriculture non-discrimination policy, which prohibits discrimination in all its programs and activities on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, marital status, family status, status as a parent (in education and training programs and activities), because all or part of an individual's income is derived from any public assistance program or retaliation. More information may be obtained here or from the office of Equal Opportunity, USDA, Washington, D.C. 20250. Any person who believes he or she has been discriminated against in any USDA-related activity should write immediately to: USDA, Director, Office of Civil Rights, 1400 Independence Ave. SW, Washington D.C. 20250-9410.

The Wisconsin Youth Company Board of Directors meets monthly at 1201 McKenna Blvd., Madison. Unless otherwise noted, all board meetings begin with a 15-minute discussion period during which any interested party may bring an item to the board's attention. Please call the administrative office, 608-276-9782 or 1-800-238-1174, for the date and time of the next board meeting.

A current list of Wisconsin Youth Company, Inc. Board of Directors and board minutes are available upon request from the administrative office, 1201 McKenna Blvd., Madison, WI 53719.

Dane/Iowa County Administrative Office:

1201 McKenna Boulevard, Madison, WI 53719

608-276-9782 or 800-238-1174

608-276-4050 (Fax)

608-276-9898 (Message Center)

Waukesha County Administrative Office:

1800 Dolphin Drive Suite 200, Waukesha, WI 53186

262-547-8770 or 800-552-8878

262-547-0394 (Fax)

262-547-2326 (Message Center)